



GENERAL RELIEF & CAPI PROGRAMS SECTION NEWSLETTER

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MAY/JUNE 2012

Healthy Way LA Enrollment of General Relief Recipients



SPECIAL POINTS OF INTEREST:

- Health Way LA Enrollment
- Enterprise Linkages Project

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During the month of May 2012, all 14 General Relief (GR) Districts received informational training from Department of Health Services (DHS) for the automatic enrollment of participants into a no-cost health coverage program called Healthy Way LA (HWLA).

Effective June 1, 2012, DHS will be auto-enrolling all eligible GR participants into HWLA. HWLA is a County of Los Angeles Program that provides health coverage to low-income, adult citizens and legal residents. GR participants will be auto-enrolled based on the eligibility information gathered from their approved GR case. The participant can opt-out if they do not want coverage, and should be referred to a HWLA member services line **1-877-333-4952** or **1-877-333-HWLA, 24 hours a day, seven days a week, including holidays.** HWLA works with a network of over 200 health care facilities (medical homes) at DHS and non-profit clinics. Most GR participants will need to pick a medical home by calling HWLA member services or go to a DHS or community partner clinic to select their medical home.

The following are qualifications for HWLA:

- Los Angeles County resident;
- United States citizen, or have been a legal permanent resident for at least five years;
- Between the ages of 19 and 64 and not pregnant; and
- Income at or below 133% of Federal Poverty Level (under \$1,239/month, single adult, all GR participants meet this requirement).

If GR participants have any questions regarding HWLA refer them to a HWLA member services line at **1-877-333-4952** or **1-877-333-HWLA**. The member services line is also available in ALL threshold languages. Information is also available on the website <http://dhs.lacounty.gov/hwla>. There will be a special section on the website called "For General Relief Recipients" that will have updated information for these newly enrolled HWLA members.

Enterprise Linkages Project (ELP)

Enterprise Linkages Project (ELP) is a Board-approved General Relief (GR) Restructuring Project. ELP is a data warehouse that will allow District staff to view a GR participant's service history to determine what type of County services GR participants have used in the past. The following are seven County departments that will be part of ELP: Department of Health Services, Department of Public Health, Department of Mental Health, Community and Senior Services, Probation Department, Sheriff's Department, and Department of Public Social Services. Participation in ELP is voluntary and the information on the system cannot be used against the participant to deny or terminate benefits. The first phase of this project was initiated in March 2012, with the collection of ELP Authorization forms. Since ELP is voluntary, the collection of the authorization forms before implementing ELP ensures the GR staff will have access to ELP data when ELP becomes available with its implementation the week of June 25, 2012. Training began June 19, 2012, for selected staff, and there will be additional training for all staff in July 2012. Designated District staff must explain the ELP Authorization forms to the participant, explain how participating in ELP could increase the participants' access to additional resources and services. District staff must be careful in how ELP information is used and keep in mind that all information is confidential. For further instructions you may reference Administrative Directive (AD) Number 5026, dated 1/23/12, and AD Number 5026, Supp. I, dated 5/29/12.



DPSS/Community Advocate Summer Advocacy

As of June 4, 2012, the Community Advocates and Law Interns started to visit District Offices. Administrative Memorandum Number 11-60, dated 1/19/12, provides guidelines for Advocate Liaison System and a guide to enhance collaboration with community advocates and Law Interns. Eligibility Supervisors, please remind your staff that Community Advocates are allowed to enter the interviewing areas when acting as authorized representatives of applicants/participants. The District Advocate Liaison should ensure that:

- ◆ When an Advocate enter other areas of the DPSS Office, they should be accompanied by a DPSS employee.
- ◆ All case inquiries/complaints are to be resolved within one-half hour, if possible, or provide the Community Advocate.
- ◆ All Community Advocates are provided with a status report within one-half hour, including a report of any actions that will be completed by the end of day with estimation time of completion.
- ◆ All expedited benefits, such as emergency food, shelter and transportation are issued to eligible participants.

Their purposes is the same as ours to professionally and compassionately assist the public while conducting business in the District Offices.

Forms Manual Letter Number 314, dated 11/22/06, Section 23-810 contains policy and procedures for interaction between staff and Community Advocates and Law Interns.

Just a Reminder Policy / Procedures Resources

Useful Intra/Internet website addresses:

http://www.ladpss.org/dpss/general_relief/pdf/GRPolicy_Jan_2009.pdf
<http://www.ladpss.org/dpss/capi/pdf/CPPolicy.pdf>
http://www.ladpss.org/dpss/grow/gr_home.cfm

Managers can call GR Program Staff for policy clarification during work hours Monday - Thursday at (562) 908-5861 or the On-Duty Program Staff between 6:30 p.m. - 8:00 p.m., Monday - Thursday and 8:00 a.m. - 8:00 p.m., on Friday at (562) 852-7024.

Community Advocates and Law Interns can also call GR Program Staff for policy clarification during work hours Monday - Thursday at (562) 908-5861 or the On-Duty Program Staff between 6:30 p.m. - 8:00 p.m., Monday - Thursday and 8:00 a.m. - 8:00 p.m., on Friday at (562) 852-7024.

Thank you to our contributors

Your feedback is important and your contributions to the GR & CAPI Programs Section Newsletter are welcomed. Send your opinions and recommendations to the GR and CAPI Programs Section. Feel free to provide us with article ideas. Articles from the GR & CAPI Programs community are encouraged.

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To Our New Staff

April, 2012, **Brian Nollner** joined the GR and CAPI Programs Section as the HSA III for GR and CAPI Policy Section. Brian's previous assignment was at Southwest Family District, where he was the District Director.

Effective May 21, 2012, **Sonia Miramontes** joined the GR and CAPI Programs Section as an Acting Program Assistant. Sonia's previous assignment was at Civic Center District in the GR Intake Section and most recently at MIE CalFresh Quality Control.

Welcome Brian and Sonia!!



"To Enrich Lives Through Effective And Caring Service"